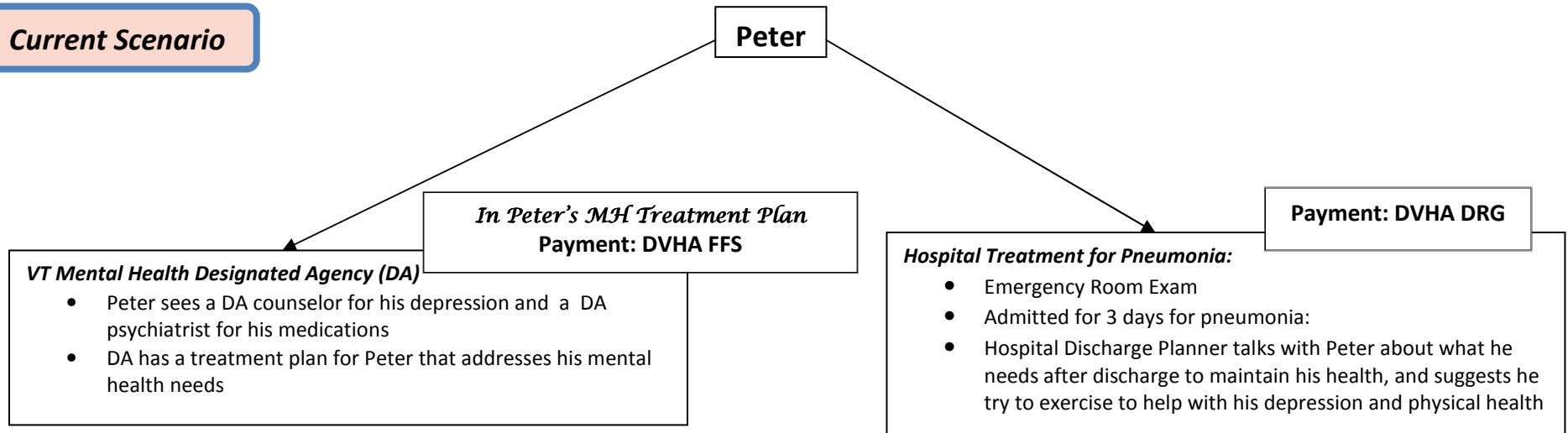


# Vermont Dual Eligibles Project from the Beneficiary Perspective

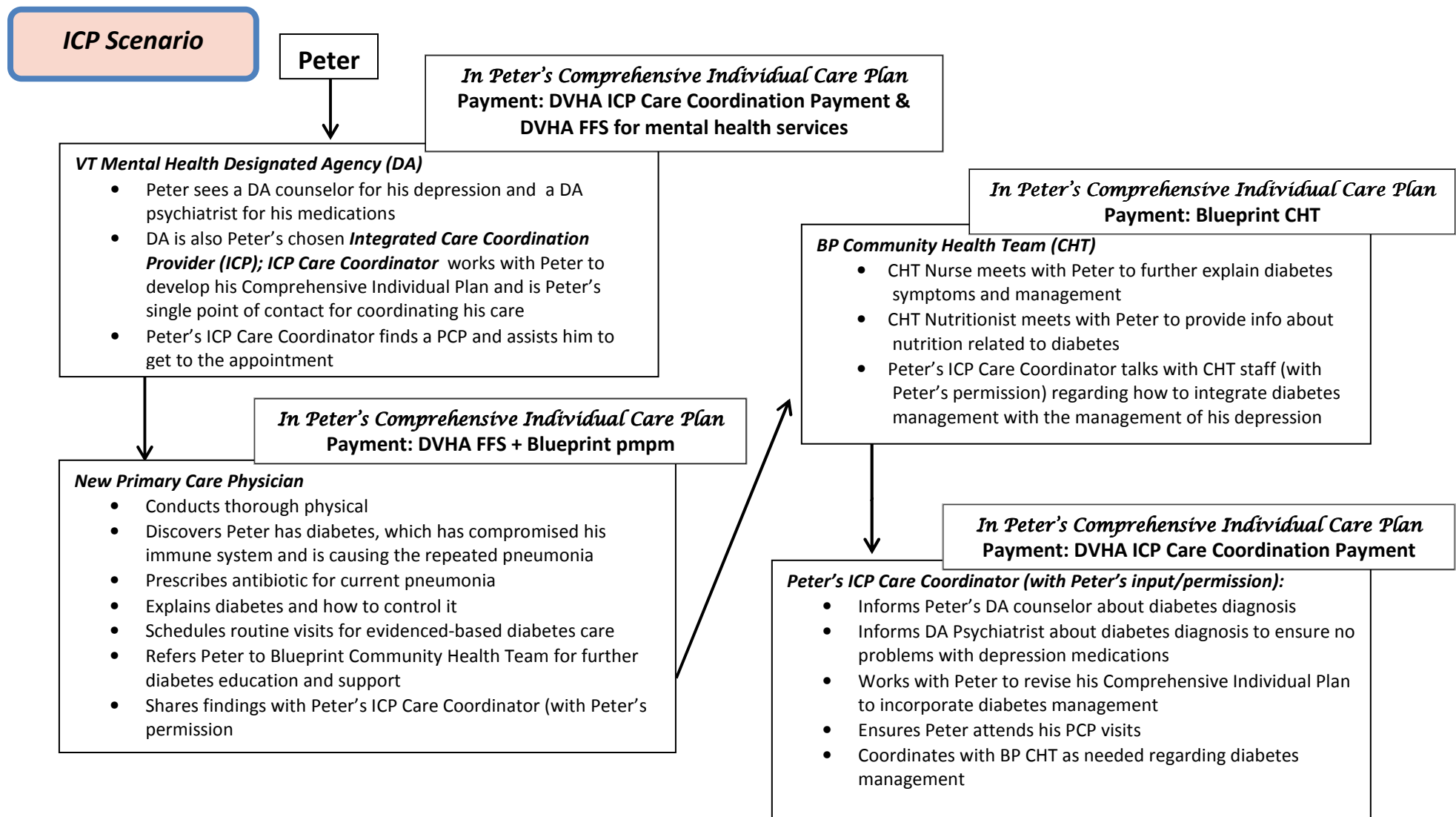
**Peter** is 50. He and his wife rent an apartment and share a car. They both work and take turns driving each other to work. Fifteen years ago he had a very difficult two years dealing with severe depression and was unable to work for several years. He no longer receives cash benefits but he is dually eligible for Medicaid and Medicare. He has tried to get a primary care physician but has been told that practices are not taking new patients. For the last 5 years he has worked part time as a data entry clerk for a local business. He is good at his job and enjoys it but worries that his continuing problems with depression, the side effects of his medication, and repeated bouts of pneumonia may put his job in jeopardy. He recently ended up in the emergency room and was subsequently hospitalized with severe pneumonia. He receives counseling and depression medication management from the local mental health agency.

## Current Scenario



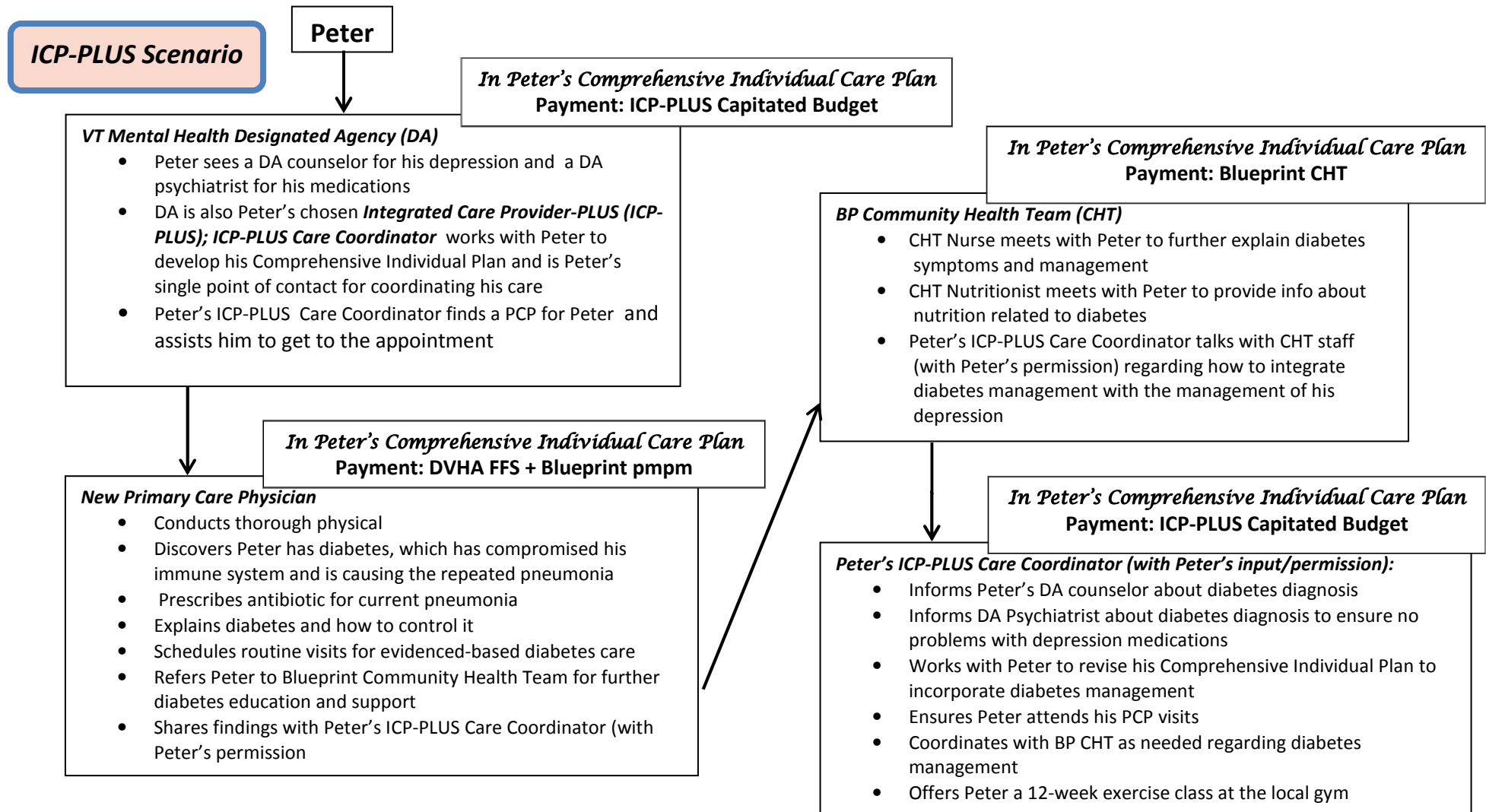
# Vermont Dual Eligibles Project from the Beneficiary Perspective

**Peter** is 50. He and his wife rent an apartment and share a car. They both work and take turns driving each other to work. Fifteen years ago he had a very difficult two years dealing with severe depression and was unable to work for several years. He no longer receives cash benefits but he is dually eligible for Medicaid and Medicare. He has tried to get a primary care physician but has been told that practices are not taking new patients. For the last 5 years he has worked part time as a data entry clerk for a local business. He is good at his job and enjoys it but worries that his continuing problems with depression, the side effects of his medication, and repeated bouts of pneumonia may put his job in jeopardy. He receives counseling and medication management from the local mental health agency, which also is his ICP. His ICP Care Coordinator helps him find a new PCP and ensures that all his care and treatment planning is integrated.



# Vermont Dual Eligibles Project from the Beneficiary Perspective

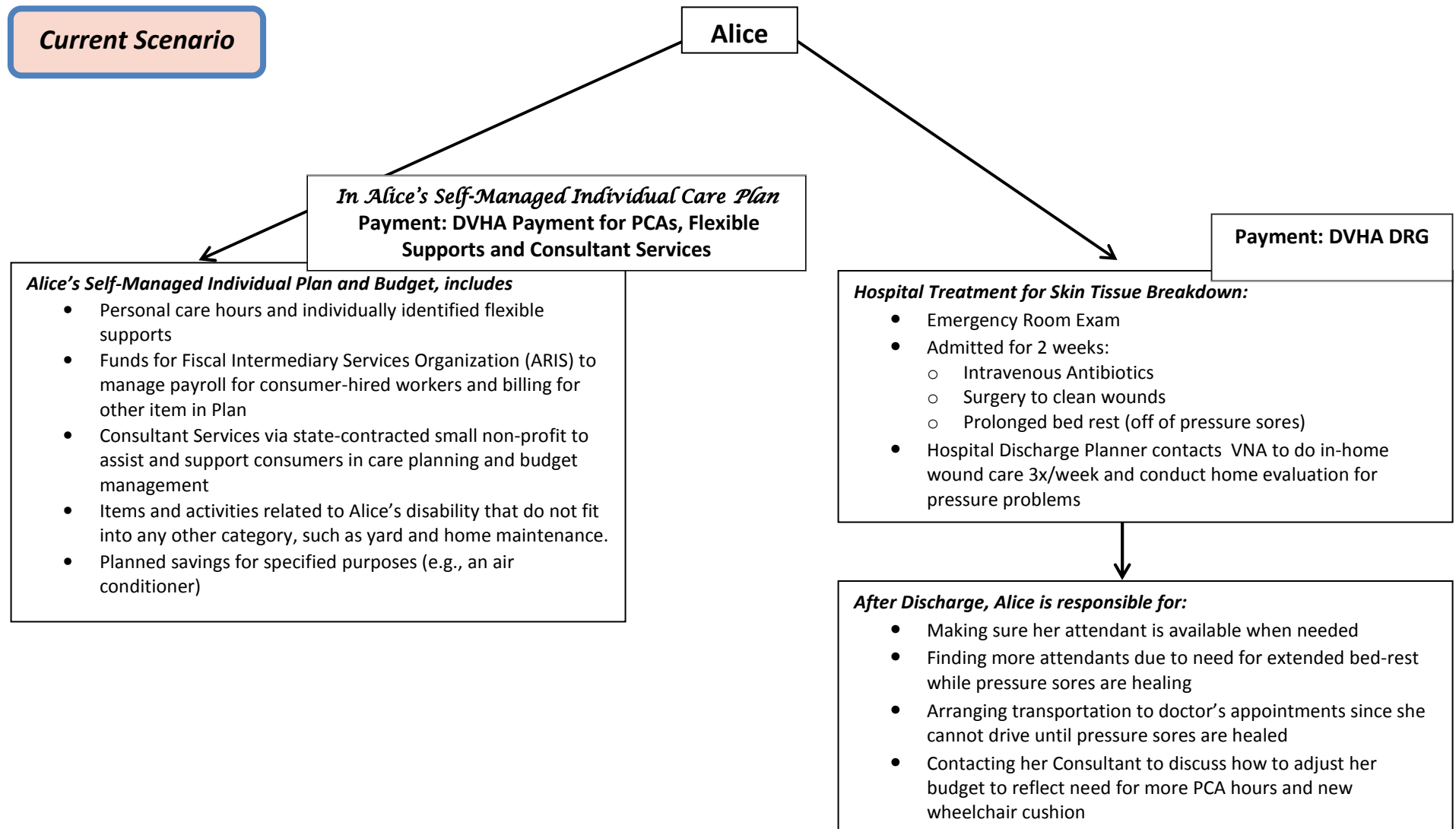
**Peter** is 50. He and his wife rent an apartment and share a car. They both work and take turns driving each other to work. Fifteen years ago he had a very difficult two years dealing with severe depression and was unable to work for several years. He no longer receives cash benefits but he is dually eligible for Medicaid and Medicare. He has tried to get a primary care physician (PCP) but has been told that practices are not taking new patients. For the last 5 years he has worked part time as a data entry clerk for a local business. He is good at his job and enjoys it but worries that his continuing problems with depression, the side effects of his medication, and repeated bouts of pneumonia may put his job in jeopardy. He receives counseling and medication management from the local mental health agency, which also is his ICP-PLUS. His ICP-PLUS Care Coordinator helps him find a new PCP and ensures that all his care and treatment planning is integrated.



# Vermont Dual Eligibles Project from the Beneficiary Perspective

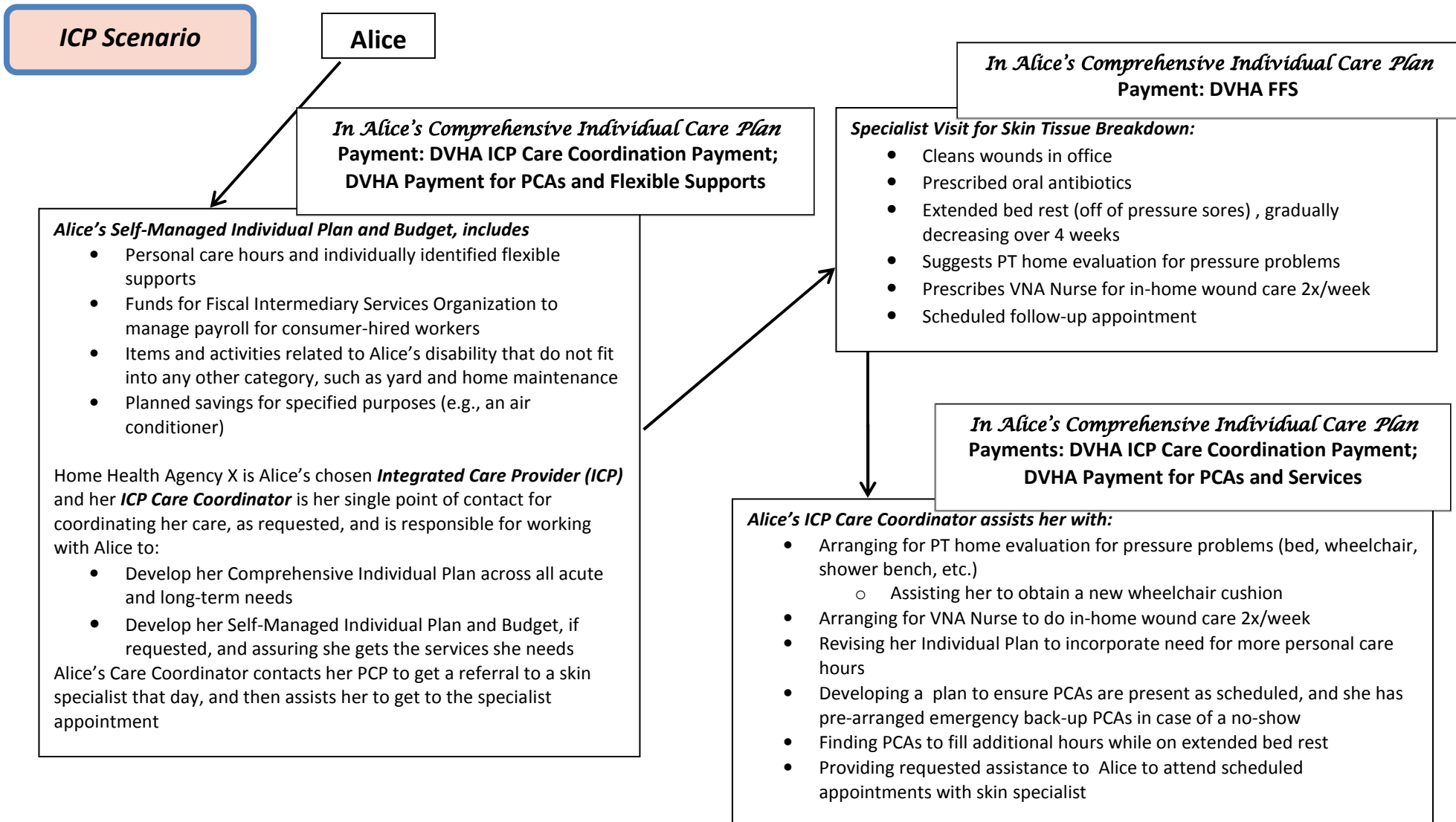
**Alice** is enrolled in the Choices for Care 1115 Medicaid Long-term Care Waiver and uses the Flexible Choices (self-management) option. She has pretty reliable personal care; but a few weeks ago her evening Personal Care Attendant (PCA) got sick. She was not able to find good backup coverage and spent a couple nights sleeping in her wheelchair. As a result, she has had trouble with skin breakdown and an infection. She called her primary care physician right away, but the practice was slow to refer her to a specialist. She was admitted to the hospital because of the skin breakdown and a fever and they are having trouble getting the infection under control. Alice wants to start planning for going home.

## Current Scenario



# Vermont Dual Eligibles Project from the Beneficiary Perspective

**Alice** is enrolled in the Dual Eligibles Demonstration which includes the Flexible Choices (self-management) option. She has pretty reliable personal care; but a few weeks ago her evening PCA got sick. She was not able to find good backup coverage and spent a couple nights sleeping in her wheelchair. As a result, she has had trouble with skin breakdown and an infection. She called her ICP Care Coordinator who contacted Alice's PCP to get a referral to a skin specialist. Her ICP Care Coordinator assisted her to get to the Specialist appointment, and then helped Alice coordinate her follow-up care and obtain additional personal care hours and availability.



# Vermont Dual Eligibles Project from the Beneficiary Perspective

**Alice** is enrolled in the Dual Eligibles Demonstration which includes the Flexible Choices (self-management) option. She has pretty reliable personal care; but a few weeks ago her evening PCA got sick. She was not able to find good backup coverage and spent a couple nights sleeping in her wheelchair. As a result, she has had trouble with skin breakdown and an infection. She called her ICP-PLUS Care Coordinator who contacted Alice's PCP to get a referral to a skin specialist. Her ICP-PLUS Care Coordinator assisted her to get to the Specialist appointment, and then helped Alice coordinate her follow-up care and obtain additional personal care hours and availability.

